

**SHOALWATER BAY INDIAN TRIBE  
JOB DESCRIPTION**

**Job Title:** Gaming Agent  
**Department:** Tribal Gaming  
**Reports To:** Tribal Gaming Agency Director  
**FLSA Status:** Non-exempt  
**Prepared By:** Tribal Gaming Director  
**Prepared Date:** 1/08-Modified 4/14/15  
**Approved By:** Tribal Gaming Director  
**Approved Date:** 2/08-4/14/15

**SUMMARY:** The Gaming Agent is responsible for regulatory enforcement, compliance, security and control of the Shoalwater Bay Gaming operations as authorized by, the Class I, Class II and Class III Shoalwater Bay Tribal Ordinance and the Shoalwater Bay Gaming Commission. The Gaming Agent will investigate, audit, document, observe, and report compliance or non-compliance of rules, regulation, internal controls within the Gaming Operation in accordance with applicable standards. The Gaming Agent will submit reports and findings to the Director providing recommendations for sanctions and/or compliance when necessary.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** This list is intended only to illustrate the various types of work performed. The omission of specific statements does not exclude them from the position if the work is similar, related or a logical assignment to the position. The list is not organized in order of importance. Other duties as assigned:

- Investigates illegal activities occurring on all casino premises.
- Assists in the identification and detention of persons who may be involved in illegal acts.
- Acts to protect Tribal Gaming assets, its employees and patrons.
- Monitors overall compliance with all Federal, State, Local and Tribal laws, ordinances and regulations.
- Initiates daily log entries of unusual or suspicious events and violations of internal control.
- Identifies, collects, preserves and maintains physical evidence and documentation involving criminal activity, liability and violations.
- Provides assistance to Shoalwater Bay Gaming Operation in identifying areas of concern with internal controls and employee compliance.
- Observes revenue collection and the revenue count.
- Assist or accompany the Security Department while accessing sensitive areas.
- Monitors, tests, and seals all necessary areas of the TLS system.
- Represents the Agency in the court of jurisdiction on criminal and liability cases when properly subpoenaed.
- Adheres and complies with the terms outlined in the confidentiality agreement.

- Promotes a positive and harmonious work environment through cooperation and by contributing to the team effort.
- Performs all other duties as assigned by the Director and/or the Shoalwater Bay Gaming Commission.

**SUPERVISORY REQUIREMENTS:** This position has no supervisory responsibilities.

**COMPETENCIES:**

**Analytical** – Synthesizes complex or diverse information; collects, audits and researches data; uses intuition and experience to complement data.

**Problem Solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; uses reason when dealing with emotional situations.

**Customer Service** – Manages difficult or emotional customer situations; responds accurately and promptly to customer needs; responds to requests for service and assistance; meets work related commitments.

**Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

**Written Communication** – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

**Teamwork** – Balances team and individual responsibilities; contributes to building a positive team spirit.

**Ethics** – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

**Judgment** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision making process; makes timely decisions.

**Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

**Quality** – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; monitors own work to ensure quality.

**Safety and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

**Dependability** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours or work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternative plan.

**Attendance and Punctuality** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience. Computer literacy in Microsoft Office software, i.e., Word, Excel and various other programs; and be able to communicate and/or correspond with Federal and State agencies when needed. Prior experience in gaming, law enforcement, basic accounting or related fields is preferred.

**LANGUAGE SKILLS:** Ability to read and comprehend instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**MATHEMATICAL SKILLS:** Must possess excellent math skills. Basic mathematical skills; addition, subtraction, multiplication, division, decimals and fractions.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required the use of hand/eye dexterity and coordination, climb stairs and ladders, sit, stand, or walk for prolonged periods of time. The employee must occasionally lift and/or move up to 25 pounds. Ability to tolerate exposure to second hand smoke. .

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Common Tribal Casino environment.

**AT-WILL EMPLOYMENT:** This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

The employment relationship with Shoalwater Bay Indian Tribe is voluntary; there is no specified length of employment. Accordingly, either the Shoalwater Bay Indian Tribe or the employee may terminate the employment relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law. This document does not create an employment contract, implied or otherwise.